

## II. ADULT DAY SERVICES FOR OLDER AND DISABLED ADULTS

Current Providers: \_\_\_\_\_

Funding Sources: \_\_\_\_\_

Total Funding Last Fiscal Year: \_\_\_\_\_

Number of Consumers Served Last Fiscal Year: \_\_\_\_\_

Cost per Unit (for each funding source): \_\_\_\_\_

<b>A. EXISTENCE</b> Are these services available to older and disabled adults in your community?		
1. Does your community have at least one adult day care/day health program?	Yes	No
2. Does your community have an adult day care/day health with a day health care component (adult day health care)?	Yes	No
3. If your community does not have an adult day care/day health or adult day health provider, is there one in a neighboring county or community that could serve those in need?	Yes	No
<b>OVERALL EXISTENCE RATING</b>	<b>1   2   3   4   5</b>	

<b>B. ADEQUACY</b>					
Are these services in sufficient supply for those who need it?					
1. Is there a waiting list for adult day care/day health services? If so, how many people are waiting?  Why is there a waiting list (ex. lack of funding, no provider, unused slots [holding of slots by ADC program])?  (How many people are on the waiting list? How many currently receive service? What is the ratio of the number waiting ÷ the number of people receiving services? How does the ratio compare to state rates and similar counties? If there are no people on the waiting list, is it because everyone who needs services receives them, providers do not keep waiting lists, etc.? )	Yes	No			
2. If there is a waiting list, how acceptable is the average waiting time?  (What is the average waiting time? How many people did not need service anymore by the time they reached the top of the waiting list?)	1	2	3	4	5
3. To what extent can adult day care/day health providers serve consumers with specialized care needs?  (What % of adult day care and/or day health consumers have Alzheimer's Disease and other forms of dementia? What special arrangements are available for more frail consumers [ramps, skilled workers, etc]? Are there any potential consumers who were turned down for services in the past year because of specific physical or mental impairments?)	1	2	3	4	5
<b>OVERALL ADEQUACY RATING</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

### C. ACCESSIBILITY

How obtainable are these services for those most in need?

1. To what extent do adult day care/day health programs provide or arrange for transportation to adult day care/day health centers, if needed?  (What % of centers offer transportation? What % of adult day care/day health consumers use transportation services? Does transportation cost extra, or is it included in the daily rate?)	1	2	3	4	5
2. How successful are the outreach programs conducted by adult day care/day health services in your community?  (What types of public information, outreach, and other informational programs are offered to the general public, caregivers, and others? What % of consumers are self referred? How numerous are the referral sources? Does the provider maintain records of this information? When client referral pathways are few, what efforts has the program made to cultivate new pathways?)	1	2	3	4	5
3. To what degree are public communications and outreach activities consumer-friendly?  (What is the average reading level of materials? Are materials available in languages other than English? In large print?)	1	2	3	4	5
4. To what degree do older and disabled adults know about adult day care/day health programs in your community?  (What % of consumers are self or family referred? What % of these calls are appropriate for in-home aide services?)	1	2	3	4	5
5. To what extent do key referral sources (hospital discharge planners, physicians and nurses, home health care agencies, DSS social workers, etc.) know about adult day care/day health programs in your community?  (What % of consumers are from key referral sources? What % of their referrals are appropriate?)	1	2	3	4	5
6. To what extent are adult day care/day health services affordable to everyone who needs assistance?  (What funding sources are accepted by adult day care/day health providers in your community? What % are turned away each year because of an inability to pay? What is the per capita expenditure	1	2	3	4	5

(for all older and disabled adults) on adult day care/day health services in your community? Is there a waiting list for financial assistance for adult day care/day health ? How many people are on it? What is the average waiting time for assistance?)	
7. How affordable are enrollment fees, if there are any?  (What are the enrollment fees? Who is charged these fees? What happens if a client can't pay the enrollment fee?)	1 2 3 4 5
8. To what degree are the adult day care/day health programs' physical locations accessible to people with disabilities?  (What has been done to make adult day care/day health facilities more accessible to people with disabilities [ramps, bars, wheel chairs, assistance with eating, etc.]?)	1 2 3 4 5
9. How sufficient is funding to provide adult day care/day health service to all older and disabled adults in your community who need it?  (Are there enough subsidized slots for those in need? Do providers have access to other funds (besides HCCBG and SADCF) to help pay for those participants in need when all other subsidized slots are full? Do providers offer sliding-scale fees?)	1 2 3 4 5
<b>OVERALL ACCESSIBILITY RATING</b>	<b>1 2 3 4 5</b>

## D. EFFICIENCY AND DUPLICATION OF SERVICES

How reasonable are the costs of services?

Are options for streamlining services available in the community?

1. How reasonable are the administrative costs of providing adult day care/day health services?  (What % providers' total budgets is used for administrative expenses? How does this % compare to the state % and comparable counties?)	1	2	3	4	5
2. If there are multiple providers, to what extent do they work together to serve consumers and accomplish projects?  (What scheduled meetings occur among these providers? Do in-home aide providers have any cooperative agreements with each other? How often do providers collaborate on projects or cases? Do adult day care/day health programs in your community refer potential consumers to each other when another program would be closer to the consumers home or would better fit his/her physical, cognitive, or social needs?)	1	2	3	4	5
3. To what extent do adult day care/day health providers utilize cost-savings practices such as volunteer labor and/or donated spaces?  (What % of providers' budgets comes from these sources?)	1	2	3	4	5
4. To what extent do adult day care/day health providers use budget-extending practices, such as fundraisers, foundation grants, memorial gifts, or client contributions to serve more consumers?  (What % of providers' revenues comes from these sources?)	1	2	3	4	5
5. To what extent have the adult day care / adult day health providers established a base of private pay clients?  (What % of participants are private pay versus other payer sources?)	1	2	3	4	5
<b>OVERALL EFFICIENCY AND DUPLICATION RATING</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

<b>E. Equity</b>					
How available are these services to all who need them without bias?					
1. To what extent do adult day care/day health services treat subsidized consumers the same as private pay consumers?  (Are there differences in services provided to subsidized vs. fee paying consumers? Are there some adult day care/day health programs that serve only private pay or only subsidized consumers? In a program with both, do consumers and their families know which of their fellow participants are subsidized?)	1	2	3	4	5
2. To what degree are adult day care/day health programs available to all populations in your community without bias?  (What are the demographic characteristics of adult day care/day health consumers? How do client characteristics (%) compare to the characteristics of your community's general older and disabled adult population?)	1	2	3	4	5
3. If there is a waiting list, how sufficient is the system in place for prioritizing consumers in terms of need?  (What are the policies, rules and procedures for prioritizing persons on the waiting list?)	1	2	3	4	5
4. How sufficient are the adult day care/day health providers' nondiscrimination policies?  (What are the discrimination policies of ADC providers? Do they differ from state and federal law? Are staff and consumers informed of the policy? How?)	1	2	3	4	5
<b>OVERALL EQUITY RATING</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

<b>F. Quality/Effectiveness</b>	
How successful are these services in addressing consumers' needs?	
1. Does a review of the monitoring reports completed by the County Department of Social Services verify that the adult day care/day health programs in your community meets or exceeds the minimum Standards as required by the state?	Yes                  No
2. Does the above review show that the programs were free from violations or corrections?	Yes                  No
3. If the review indicated violations or corrections, how much progress has been made toward achieving these corrections?  (If there were no violations, score 5 here and go onto question 4).	1    2    3    4    5
4. Do the adult day care/day health programs have full certification?	Yes                  No
5. Do any funders regularly monitor adult day care/day health services?	1    2    3    4    5
6. To what extent does an advisory committee(s) guide the operations of the adult day care/day health program(s)?  (Do adult day care/day health providers have an advisory committee? If so, who is on it? How often does it meet? What are the responsibilities of the committee?)	1    2    3    4    5
7. To what extent do adult day care/day health providers survey consumers and their families to determine satisfaction with services?  (Have consumers been surveyed in the past 5 years? If so, what process was used? What were the major findings?)	1    2    3    4    5
8. To what extent do the providers act on consumers' feedback?  (What policy and/or programmatic changes have occurred in the past 5 years as a direct result of client feedback?)	1    2    3    4    5
9. How sufficient is the complaint resolution process?  (What is the complaint resolution process? How many complaints were documented last year? What was the nature of the complaints? What % were rectified?)	1    2    3    4    5

<p>10.How well do the adult day care/day health programs' activities and schedules accommodate those with different types of disabilities?</p> <p>(Are there activities that are suitable for people with cognitive impairments {such as music and appropriate arts/crafts} as well as for those who want and need to use their cognitive skills {Current events discussions, puzzles}? Are there ample activities that people with sensory or physical limitations can engage in?)</p>	1   2   3   4   5
<p>11.To what degree do the days and times available for adult day care/day health stays meet the needs of participants and caregivers in your community?</p> <p>(What are the hours, and days of services? What % of consumers use services during non-traditional hours? Could an employed caregiver use the service to hold down a full-time job, or are the hours too short to allow for that?)</p>	1   2   3   4   5
<p>12.To what degree do adult day care/day health programs honor cultural differences?</p> <p>(What different cultural groups are served in your community's ADC/ADH? Does the ADC/ADH conduct special cultural activities? Are staff trained to be sensitive to different cultural groups? Do staff represent different cultures?)</p>	1   2   3   4   5
<p>13.To what extent do adult day care/day health providers regularly communicate unmet needs to county commissioners, planning, and other agencies?</p> <p>(Are ADC/ADH providers represented in meetings of county commissioners, planning boards, or other agencies? How?)</p>	1   2   3   4   5
<p>14.Do adult day care/day health programs offer medication management services while consumers are at the center?</p>	Yes                      No
<p><b>OVERALL QUALITY/EFFECTIVENESS RATING</b></p>	<b>1   2   3   4   5</b>



<b>Recap of Overall Adult day care/day health Ratings</b>					
Existence	1	2	3	4	5
Adequacy	1	2	3	4	5
Accessibility	1	2	3	4	5
Efficiency and Duplication	1	2	3	4	5
Equity	1	2	3	4	5
Quality/Effectiveness	1	2	3	4	5

**Adult day care/day health's Major Strengths:**

**Identified Barriers and Areas for Improvement:**